

**CTS Advisory Council**

September 4, 2013  
1500 Jefferson Street  
Olympia, Washington

**Welcome/Introductions**

Wendy Huff, Consolidated Technology Services (CTS), opened the meeting on behalf of Christy Ridout. Wendy announced Don Peck from Department of Health as a new member to the CTS Advisory Council.

Attendees: Rob St. John (CTS), Cathy Munson (LSC), Bob Lanouette (LNI), Ron Seymour (DFI), Doug Hoffer (DOC) Carl Harris (AGR), Grant Rodeheaver (DOT) Sue Langen (DSHS) and Debbie Stewart (ECY)

Guests: Lance Calisch (CTS), Gary Duffield (CTS) and Heidi Brownell (CTS)

**Informational Change Requests**

As a follow up to the August 4, 2013 Advisory Council meeting, Department of Ecology (ECY), Department of Correction (DOC) and Department of Social and Health Services (DSHS) volunteered to send their agency change calendars to CTS for review.

To better communicate and evaluate the possible impact of planned technology changes, CTS proposed the following process:

- Agencies will send an email to "CTS Service Desk" and on the subject line of the email use "Informational Change Request".
- The CTS Service Desk will route the change to appropriate CTS service areas for evaluation and follow up with the customer as needed.
- The change request will be added to the CTS Change Calendar and distributed using the normal process.

Council members agreed to the proposed process for sharing planned changes.

**Action Item:** CTS will prepare a communication for the broader IT community.

**Wi-Fi Project Status**

Heidi Brownell provided an update on the Wi-Fi Project. The pilot customers are: Department of Revenue (DOR), Legislative Service Committee (LSC), Department of Social and Health Services (DSHS), Department of Financial Institutions (DFI) and Consolidated Technology Services (CTS).

The equipment is scheduled to arrive on October 1, 2013. A go no/go decision will be made at the end of 2013.

**Lync Service and Rate**

Lance Calisch provided an overview of the Lync Service. Lync is a major upgrade from the current LCS service. LCS has a current customer base of 7,600.

Council members noted this is promising technology and would like to have a strategic conversation at the council level on where the state is headed regarding Unified Communication and the next steps going forward.

**Action Item:** An agenda item for the next month's meeting is to return to the Lync discussion to address the following questions, at a minimum:

- What is the level of customer interest in the business benefits of the service?
- Can the service be tiered? Or can implementation of the product features – and possibly the rate – be staggered?
- Can we reduce the rate by increasing customer commitment?

**Incident Notification Project**

Gary Duffield provided an overview of the Incident Management Notification project. The messages will be clearly written and “plain-talked” to eliminate the need for our customers to rewrite the message. Internal training on the new process will take place mid-October.

**Other**

The group discussed timing for the next Exchange upgrade and asked for CTS to provide a strategic perspective on a move to Office 365.

**Next Meeting**

October 2, 2013  
Conference Center Room 2331  
1500 Jefferson Street  
Olympia, WA